Title Page Reads : Nonviolent Communication Skills. Communication skills for connecting empathetically through conflict. RVPN Logo.

Page 2 Reads: Why?

Disagreement is a normal part of any healthy family, friendship or intimate relationship. Rainbow people often face additional challenges in conflict due to people in our families, workplaces, communities and society holding harmful beliefs and behaviours towards rainbow people and identities. We also face unique challenges in our relationships, that are specific to Rainbow identities and experiences. Additionally, we tend to have fewer examples of relationships that look like ours to draw from. This can put us as individuals and our relationships under pressure. So having tools to navigate conflict in a healthy, respectful way is crucial. This toolkit can be used with friends, family, coworkers and intimate partners to help us resolve conflict in an empathetic and healthy way.

Page 3 Reads: How to use this resource

This resource begins with an overview of the Nonviolent Communication (NVC) process, then breaks down each step in more detail. There are questions to help guide you, and lists of feelings and needs. You can use this resource as a guide to navigate disagreements with others, or to help get better insight into your own feelings and needs.

Please remember to look after your safety first. If you are not safe to be in conversation, communication or physical proximity to someone, please prioritise your safety. Keep a physical distance where possible and seek outside support where needed. Find a list of support services at the end of this booklet.

Page 4 Reads: Process Overview

Observation-What a camera can see and a microphone could hear.

Feelings-Identify physical sensations and emotions.

IE: I felt... I'm feeling... Are you feeling...

IE: When you said... When you did... When I saw...

IE: Because I have a need for... Because I value... Are you needing...

Needs-Identify which needs feel alive in you.

IE: Would you be willing to... Can we... Would you be willing to tell me what you heard me say?

Request-Identify the next step you'd like to take.

Page 5 Reads: Making an Observation

Observations should be what a camera would see and what a microphone would hear. When communicating it is helpful to be specific and avoid making interpretations of people's intentions. Different cultures express and communicate differently. Neurodiverse people also communicate and understand things differently, we are all unique. So, it's important to factor these in as well. This helps you to stay focused on communicating about and solving the problem, instead of arguing about different interpretations. This is about taking a step back and questioning any stories you are telling yourself.

Page 6 Reads: Identifying feelings

Look through the following list to help identify your feelings. Keeping a list as you go might help. Also, ask yourself; What physical sensations am I feeling? When communicating feelings, avoid blaming others. Simply identify what you're feeling.

Page 7 Reads: Feelings-Anger

If you're feeling angry ask yourself: What judgements are you making?

Agitated. Annoyed. Bitter. Enraged.

Exasperated. Frustrated. Hostile. Irritated. Miffed.

Page 8 Reads: Feelings-Sadness

Despair. Despondent. Distress. Gloomy. Grief. Heavy. Hopeless. Hurt. Lonely. Pessimistic. Troubled. Vulnerable.

Page 9 Reads: Feelings-Tired

Exhausted. Fatigued. Tetchy. Indifferent.

Lethargic. Overwhelmed. Weary.

Page 10 Reads: Feelings- Confused

Apathetic. Embarrassed. Hesitant. Perplexed. Torn.

Troubled. Uncomfortable. Uneasy. Withdrawn.

Page 11 Reads: Feelings- Playful

Alive. Effervescent. Energetic.

Invigorated. Refreshed. Stimulated.

Page 12 Reads: Feelings- Scared

Afraid. Anxious. Fearful. Horrified. Jittery

Nervous. Panicky. Shocked. Startled. Terrified. Worried.

Page 13 Reads: Feelings- Glad

Confident. Delighted. Encouraged. Excited. Grateful.

Happy. Hopeful. Inspired. Joyful. Relieved. Satisfied.

Page 14 Reads: Feeling Loving

Affectionate. Appreciative. Compassionate. Friendly.

Nurtured / nurturing. Sensitive. Tender. Warm. Sweet.

Page 15 Reads: Feelings-  Peaceful

Absorbed. Blissful. Calm. Content.

Engrossed. Expansive. Serene. Spacious. Tranquil.

Page 16 Reads: Identifying needs

Look through the following list to help identify your needs. Some people prefer to use the word values instead of needs - do what works for you. When we are in conflict, it usually means that a need is not being met. As you look through, notice how you feel - do any of these needs feel 'alive' for you right now? If you kept a list of feelings, you might like to go through these one by one and identify the needs that are connected to each feeling, and write them down. This is normally easiest when we have narrowed our feelings list down to 3 or 4 feelings.

Page 17 Reads: Needs- Choice

Autonomy. Freedom. Independence. Space.

Page 18 Reads: Needs- Being Yourself

Aliveness. Creativity. Honesty. Integrity.

Openness. Self Expression. To be heard / seen. Transparency. Trust.

Page 19 Reads: Needs- Meaning

Effectiveness. Hope. Inspiration. Purpose.

Awareness. Beauty. Contribution. Effectiveness.

Page 20 Reads: Needs- Growth

Mastery. Stimulation. Understanding.

Clarity. Effectiveness. Inspiration. Learning.

Page 21 Reads: Needs- Grieving

Mourning. Honouring. Loss. Closure. Acceptance.

Page 22 Reads: Needs- Connection

Consideration. Empathy. Interdependence.

Acknowledgement. Belonging. Communication. Community.

Page 23 Reads: Needs- Intimacy

Love. Sexual Expression. Closeness.

Page 24 Reads: Needs- Play

Excitement. Play. Fun. Humor. Joy. Laughter. Silliness.

Page 25 Reads: Needs- Physical

Safety. Shelter. Sustenance. Touch.

Air. Hydration. Movement. Rest.

Page 26 Reads: Needs- Community

Collaboration. Cooperation. Equality. Inclusion. Mutuality Support.

Page 27 Reads: Needs- Peace

Conciseness. Ease. Flow. Harmony. Presence. Spaciousness. Spiritual Connection. Transformation.

Page 28 Reads: Making requests

This step works best if you make sure the other person hears a request, not a demand. Once you have identified your feelings and needs you might realise that it is possible for you to meet your needs by making a request to yourself. If you are making a request to someone else you can follow the script on the next page, or Think about how long you think you'll need for the conversation and make sure you plan it in a way that will work for you both. You might also like to make some agreements as to how to keep the conversation constructive and healthy. If you have any concerns about your safety or the safety of the other person, make a safety plan including support people who can help you, support services and planning to have the conversation in a safe place - whatever that means for you.

Page 29 Reads: Examples

Basic request: Can you please do x? X should be a do-able action, ie 'use my name' or 'tell me when this family member will be around'. This makes it easier for people to help meet our needs than asking for something more general ie to be treated with respect, as it helps people know exactly what we want. It's important to make sure that you are ok with hearing a no, and that the other person knows this - otherwise your request may be heard as a demand. Body language and tone may help with this, but if you're not sure what they've heard you can ask. Some requests for further communication: Can you tell me how you feel when you hear me say that? This can help to keep the conversation focused on feelings and needs, and allow you the opportunity to empathise with the other person's experience. Can you tell me what you heard me say? Sometimes people will hear a judgement when you are expressing a need. You can check what they are hearing and clarify what you're saying. Expressing boundaries: If you do x, I will remove myself from the situation / I will end the conversation. X should be an observable action - ie 'raise your voice while we are speaking', 'misgender me' etc. Boundaries are different to requests in that you are expressing information about how you will behave, rather than asking the other person to alter their behaviour.

Page 30 Reads: Script

When: Make your observation. I felt: Name your feelings. Because I have a need/s for: Name your needs. Can you / we: Make a request.

Page 31 Reads: Further reading

The work in this manual is drawn from; Nonviolent Communication, A Language for Life by Marshall B. Rosenberg, Ph.D. You can find it at: https://classroommanagementcem.weebly.com/uploads/4/3/2/5/4325801/nvc\_language\_of\_life\_chapters\_1-5.pdf

Gender Minorities Aotearoa 'How to fight without fighting' https://genderminorities.com/2021/03/20/a-good-argument-how-to-fight-without-fighting/

Page 32 Reads: Support Services

OutLine Aotearoa A confidential support line for people in the Rainbow Community, available every evening 6pm-9pm. www.outline.org.nz 0800 OUTLINE

Help Auckland Preventing Sexual Abuse. Supporting Survivors. www.helpauckland.org.nz 24/7 Helpline 0800 623 1700

Wellington Rape Crisis Have a range of support services available to survivors of sexual harm and their friends, family and whānau. All services are free and confidential. www.wellingtonrapecrisis.org.nz 04 801 8973 support@wellingtonrapecrisis.org.nz Open 9:30 am and 4:00 pm Monday to Friday

Rainbow Youth Helping young queer and gender diverse people up to the ages of 27. www.ry.org.nz

Gender Minorities Aotearoa A cross cultural, transgender led organisation which aims to facilitate health and well-being for takatāpui, transgender, and intersex populations. www.genderminorities.com

Page 33 Reads: The Rainbow Violence Prevention Network is a Nationwide collective of organisations and individuals who work in various stages of Violence prevention. Our membership includes not for profit social services that work directly with and for the Rainbow community and mainstream organisations. Our member agencies and individuals are located within local communities and provide a range of specialist services to Rainbow communities that are impacted by family and sexual violence. www.rvpn.nz